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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Art Unit 2645 Examiner A. Hoosain

In Re: Igor Neyman et. al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/1997
Subject: Call Center Apparatus and Functionality in Telephony

To: The Commissioner of Patents and Trademarks
Alexandria, VA 22313-1450

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

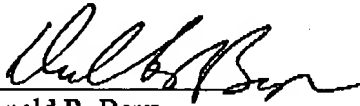
Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (2) references. Applicant desires that the reference be entered in the above referenced case as relevance dictates. No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of the information disclosure statement.

In accordance with rule 1.97, no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by


Donald R. Boys
Reg. No. 35,074

Central Coast Patent Agency, Inc.
P.O. Box 187
Aromas, CA 95004
(831) 726-1457

PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Substituted for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete If Known	
Application Number		08/928,861	
Filing Date		09/12/1997	
First Named Inventor		Igor Neyman	
Art Unit		2645	
Examiner Name		A. HOOSAIN	
Attorney Docket Number		P3251	
Sheet	1	of	1

[illegible][illegible]

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP B01.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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